

BOOKING AND CANCELLATION GUIDELINES

PLEASE NOTE

To secure the Owner's Cottage's, a deposit of one night's room tariff will be required to guarantee your reservation.

At Kauri Cliffs and Cape Kidnappers to confirm a reservation for the Summer Season a deposit equal to one nights tariff is required per room booked.

At Matakauri Lodge to confirm a reservation all year round a deposit equal to one nights tariff is required per room booked.

To maintain a confirmed reservation over the Holiday Season full payment is due 1st September, non refundable on cancellation.

Cape Kidnappers and Matakauri Lodge Owners Cottages may only be reserved as a Four Bedroom House during holiday period 15 Dec - 5 Jan inclusive

A two night minimum stay applies 15 December 2019 - 31 March 2020. Gentlemen are required to wear a jacket to dinner at Kauri Cliffs and Cape Kidnappers. We ask that you respect the non smoking policy within the Lodge and guest rooms.

Rates are subject to change and will be confirmed at the time of reservation

CHILDREN AND FAMILIES

Cribs are available complimentary for children up to the age of 24 months.

Children aged 2 - 5 years are charged at NZ\$200.00 + 15% Govt. Goods & Services Tax per night when occupying adults room using existing or additional bedding.

One additional bed can be added to Deluxe Suites at Matakauri Lodge, Lodge & Ridge Suites at Cape Kidnappers, and Deluxe Suites at Kauri Cliffs only.

A charge of NZ\$675.00 + 15% Govt. Goods & Services Tax per night will apply for the additional person/bed for children 6 yrs and over.

Alternate dining arrangements will be made for all children under the age of 12 after 7PM.

ADDITIONAL BEDS

An additional bed can be added to Deluxe Suites at Matakauri Lodge, Lodge & Ridge Suites at Cape Kidnappers, and Deluxe Suites at Kauri Cliffs only.

A charge of NZ\$675.00 + 15% Govt. Goods & Services Tax per night will apply for the additional person/bed aged 6 years and over.

KAURI CLIFFS AND CAPE KIDNAPPERS BOOKING & CANCELLATION POLICY (3 ROOMS OR LESS)

To secure a reservation for 3 rooms or less a valid credit card must be provided at the time of booking as guarantee. To confirm a reservation for the Summer Season a deposit equal to one nights tariff is required per room booked.

To confirm a reservation in the Owner's Cottage a deposit equal to one nights tariff is required.

To maintain a confirmed reservation over the Holiday Season full payment is due 1st September, non refundable on cancellation.

FIT Reservation Cancellation Policy (3 rooms or less), 1 May - 30 Sept '19

Outside 90 days prior	No Charge
90-31 days prior	\$250.00 transaction fee
30-14 days prior	50% charge for the room nights cancelled
Inside 14 days	100% charge for the room nights cancelled

Summer Season Cancellation Policy (3 rooms or less), 1 Oct - 14 Dec '19 & 6 Jan -30 Apr '20

Outside 90 days prior	No Charge
90 - 60 days prior	50% charge for the room nights cancelled
Inside 60 days prior	100% charge for the room nights cancelled

Holiday Season Cancellation Policy 15 Dec '19 - 5 Jan '20

Cancellation from 1 September to date of arrival	100% charge for the room nights cancelled
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GROUP BOOKING & CANCELLATION POLICY (4 ROOMS OR MORE)

Reservations of 4 + rooms are considered a group and booking conditions apply. Group Bookings are taken at the sole discretion of the property and additional conditions may apply. The following cancellation policy applies to all movements on group reservations:

Cancellation Policy for Group Reservations 1 May - 30 Sept '19

To confirm a group booking a deposit of 35% on accommodation is required. Balance payments are due with 15% at 91 days, 25% at 60 days and final 25% at 30 days.

Outside 120 days prior	No Charge
120-91 days prior	25% charge for total room nights cancelled
90-61 days prior	50% charge for total room nights cancelled
60-30 days prior	75% charge for total room nights cancelled
Inside 30 days prior	100% charge for the room nights cancelled

Summer Season Cancellation Policy for Group Reservations 1 Oct - 14 Dec '19 & 6 Jan -30 Apr '20

To confirm a group booking a deposit of 35% on accommodation is required. Balance payments are due with 15% at 91 days, final 50% at 75 days.

Outside 120 days prior	No Charge
120-91 days prior	25% charge for total room nights cancelled
90-75 days prior	50% charge for the room nights cancelled
Inside 75 days	100% charge for the room nights cancelled

MATAKAURI LODGE BOOKING & CANCELLATION POLICY (3 ROOMS OR LESS)

To secure a reservation for 3 rooms or less a valid credit card must be provided at the time of booking as guarantee and a deposit equal to one nights tariff per room booked. To maintain a confirmed reservation over the Holiday Season full payment is due 1st September, non refundable on cancellation.

Cancellation Policy (3 rooms or less), 1 Apr - 14 Dec '19 & 6 Jan - 30 Apr '20

Outside 90 days prior	No Charge
90-60 days prior	50% charge for total room nights cancelled
Inside 60 days	100% charge for the room nights cancelled

Holiday Season Cancellation Policy 15 Dec '19 - 5 Jan '20 Cancellation

Cancellation from 1 September to date of arrival	100% charge for the room nights cancelled
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GROUP BOOKING & CANCELLATION POLICY (4 ROOMS OR MORE)

Reservations of 4 + rooms are considered a group and booking conditions apply. Group Bookings are taken at the sole discretion of the property and additional conditions may apply. The following cancellation policy applies to all movements on group reservations:

Cancellation Policy for Group Reservations 1 Apr - 14 Dec '19 & 6 Jan - 30 Apr '20

To confirm a group booking a deposit of 35% on accommodation is required. Balance payments are due with 15% at 91 days, final 50% at 75 days.

Outside 120 days prior	No Charge
120-91 days prior	25% charge for total room nights cancelled
90-75 days prior	50% charge for the room nights cancelled
Inside 75 days	100% charge for the room nights cancelled

Special conditions apply for exclusive buy-outs of lodge accommodation.